

USPS Report on PRC Rate and Service Inquiries for February 2012

The Postal Regulatory Commission referred 66 inquiries to the Postal Service in February. Customers received responses on average within 16 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (35) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (14) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (17 – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Selection of Subjects for U.S. Postage Stamps and Stationery

The selection of subjects for U.S. postage stamps and stationery is a difficult task, since only a limited number of new commemorative items can be issued annually. To help in the selection process, the Postmaster General established the Citizens' Stamp Advisory Committee (CSAC) in 1957 to recommend subjects and designs.

The Committee receives and reviews suggestions from more than 50,000 people each year for stamp subjects. It reviews all suggestions using a specific set of criteria and selects subjects for recommendation to the Postmaster General. He in turn selects about 25 to 30 new subjects for commemorative stamps. U.S. postage stamps reflect the American experience, and inspiring subjects and designs continue to bring history to life. To accommodate the needs of our stamp collectors, as well as the mailing public, we offer a wide range of subjects that are both interesting and educational. You may send proposed ideas for stamp subjects to the Citizens' Stamp Advisory Committee at:

Citizens' Stamp Advisory Committee
c/o Stamp Development
U.S. Postal Service
475 L'Enfant Plaza SW, Room 3300
Washington, DC 20260-3501

The committee works at least two to three years in advance of the proposed date of issue. After approving a stamp subject, the Postal Service™ relies on its design coordinators and selected artists to execute the designs. Stamp designing is a unique art form requiring exacting skill in portraying a subject within very small dimensions. Due to the demands of stamp design and reproduction requirements, it is our policy not to review or accept unsolicited artwork.

We are quite excited about our current stamp program. You may find images of all current commemorative stamps on our Web-site at www.usps.com by selecting "Buy Stamps & Shop."

Customers can also access answers to frequently asked questions by visiting the US Postal Service website at usps.com/customerservice/welcome.htm.